



Academic Policies and Standards

Course Credit and Grades	17
Course Repetition	18
Withdrawal from Class	20
Credit by Exam, Transfer Credit	21

Academic Policies and Standards

Course Credit and Grades Grading Practices

Work in all courses acceptable in fulfillment of the requirements for associate degrees, certificates, diplomas, licenses, or baccalaureate-level work shall be graded in accordance with the provisions adopted by the District Governing Board for the following sections which relate to the letter grading scale, the Credit/No Credit options, or Credit by Examination.

Grading System

The quality of a student's work will be measured by the following letter grades:

Symbol	Definition	Grade Points/Unit
A.....	Excellent.....	4 points per semester unit
B.....	Good.....	3 points per semester unit
C.....	Satisfactory.....	2 points per semester unit
D.....	Passing, less than satisfactory.....	1 point per semester unit
F.....	Failing.....	0 points per semester unit
CR....	Credit (at least satisfactory).....	Units awarded not counted in GPA
NC....	No Credit (less than satisfactory, or failing).....	Units not counted in Grade Point Average

Grades from the letter grading scale shall be averaged on the basis of the numerical grade point equivalencies to determine a student's grade point average.

The District Governing Board has authorized the use of only the non-evaluative symbols "I," "RD" and "W," which are defined as follows:

I - Incomplete

Students who are at the end of a term and have failed to complete the required academic work of a course because of unforeseeable, emergency, and justifiable reasons may receive a symbol "I" (Incomplete) on their records. The conditions for receiving a letter grade and for the removal of the "I" must be stated by the instructor in a written record which must also state the grade to be assigned in lieu of the removal of the "I." This record must be given to the student and a copy is to be placed on file with the Registrar until the conditions are met (the "I" is made up) or the time limit is passed. A final grade shall be assigned when the work stipulated has been completed and evaluated, or when the time limit for completing the work has passed. The "I" may be made up no later than one year following the end of the term for which it was assigned.

The "I" symbol shall not be used in calculating units attempted or for grade point

RD - Report Delayed

The "RD" symbol may be assigned by the Registrar only. It is to be used when there is a delay in reporting the grade of a student due to circumstances beyond the control of the student. It is a temporary notation to be replaced by a permanent symbol as soon as possible. "RD" shall not be used in calculating grade point averages.

W - Withdrawal

A student may withdraw from a class through the last day of the fourteenth week of instruction for full-semester classes or through seventy-five percent (75%) of a class less than a semester in length. The academic record of a student who remains in a class beyond this time limit must reflect a grade other than a "W." No notation ("W" or other) shall be made on the academic record of the student

who withdraws during the first four weeks of a full-semester length class or thirty percent (30%) of a short-term course. Withdrawal between this no-notation deadline (roughly 30% of a course) and the drop deadline (roughly 75% of the course) shall be recorded as a "W" on the student's record.

Credit/No Credit Grade Options

Note: Credit/No Credit will be changed to Pass/No Pass beginning 2009/2010.

Colleges of the Ventura County Community College District may offer courses in two Credit/No Credit (CR/NC) options:

- Courses which are offered on a Credit/No Credit basis only, or
- Courses in which students may elect the Credit/No Credit option.

Credit/No Credit Only includes those courses in which all students in the course are evaluated on a Credit/No Credit (CR/NC) basis as indicated in the course description in this Catalog. This CR/NC grading option shall be used to the exclusion of all other grades in courses for which there is a single satisfactory standard of performance and for which unit credit is assigned. "Credit" shall be assigned for meeting that standard, and "No Credit" for failure to do so.

The second category (Credit/No Credit Option) is comprised of courses designated by the college wherein each student may elect by no later than the end of the first thirty percent (30%) of the term or length of the class whether the basis of evaluation is to be Credit/No Credit or a letter grade. Once the thirty percent (30%) deadline has passed, the request cannot be withdrawn and the student becomes ineligible to petition to change a grade. It is the student's responsibility to notify the instructor of his/her intent to be graded on a Credit/No Credit basis and to file the appropriate form; otherwise a letter grade will be assigned. The petition for this purpose, "Request for Credit/No Credit," is available at Registration and Records (Admin. Bldg.).

All units earned on a Credit/No Credit basis from accredited California institutions of higher education or equivalent out-of-state institutions shall be counted toward satisfactory completion of community college curriculum requirements.

A student may apply a maximum of 20 units of credit earned under the Credit/No Credit option to an Associate Degree or Certificate of Achievement. Exceptions to this unit limitation will be granted only to students enrolled in the designated occupational programs specified in the Credit by Examination statement later in this section. Credit (CR) is used to denote "passed with credit" when no letter grade is given. Credit is assigned for work of such quality as to warrant a letter grade of "C" or better.

Units earned on a Credit/No Credit basis shall not be used to calculate grade point averages. However, units attempted for which NC is recorded shall be considered when determining probation and dismissal status.

Students should be aware that other colleges and universities may restrict the acceptance of courses taken on a Credit/No Credit basis, especially for satisfaction of requirements for the major.

Availability of Semester Grades

Grades for each semester are generally available approximately two weeks after the semester ends. Students have access to their grades online and in person. To access academic records online, go to the Moorpark College website at www.moorparkcollege.edu and click on the Webstar icon to enter the secured area to view grades. An unofficial transcript can be printed from the website. Students with outstanding fees and/or obligations will not be able to access their grades

Academic Polies and Standards

until they have cleared their fees/obligations.

If a student thinks the reported grade is in error, the first course of action is to contact the teacher for verification and/or to make an informal appeal. If a satisfactory resolution does not occur, the student may appeal the situation by following the basic procedure spelled out in the Student Grievance Policy in Student Rights & Responsibilities section.

Cheating or Plagiarism

Moorpark College takes academic honesty very seriously, since ethical behavior and integrity are vital components of ensuring mutual respect across campus. Instructors, accordingly, have the responsibility and authority for dealing with any cheating or plagiarism that may occur in their classes. Such activities could include stealing tests, using "cheat sheets," copying off another's test, or turning in someone else's work as his/her own. It is the policy of the Ventura County Community College District and Moorpark College that the instructor may dismiss a student involved in such dishonest behavior from class with a grade of "F." In addition, the faculty member may direct the matter to the Executive Vice President of Student Learning for further disciplinary action.

Student Due Process

If a problem or complaint arises, students have the right to have the matter or disciplinary action investigated as noted in the official Student Grievance Policy, see Student Rights and Responsibilities Section. Most problems of this type (question regarding grade, dropped for poor attendance, etc.) involve misunderstandings, human error or lack of information about established rules. To address such problems, it is often best to speak directly with the teacher or staff member involved. If the matter is not clarified or resolved, it may be useful to talk next with the responsible Division Dean. If the concern still persists, then contact the Office of Student Learning for further review. The Office of Student Learning can be reached at (805) 378-1403.

Grade Changes

In any course of instruction in a college of the Ventura County Community College District for which grades are awarded, the instructor of the course shall determine the grade to be awarded each student in accordance with the grading system dealing with academic record symbols and grade point average. The determination of the student's grade by the instructor shall be final in the absence of mistake, fraud, bad faith or incompetence. Procedures for the correction of a grade given in error shall include expunging the incorrect grade from the record. The petition for this purpose, "Petition to Change Grade," is available to the teacher from Registration and Records.

Course Repetition

A course in which a grade of "C" or better has been earned may not be repeated except as identified in the catalog course description or as stated below. Courses taken at the colleges of the Ventura County Community College District in which a grade of "D," "F," "NC" or other substandard grade has been earned may be repeated for the purpose of improving a recorded grade. This policy may apply more than once to any particular course. A course taken at another institution, in which a substandard grade was earned, may be repeated at the colleges of the Ventura County Community District, subject to this policy. In order to identify acceptable equivalencies, course equivalency shall be determined chiefly by content, as defined in the catalog course description, and not by course title or units. Prior approval for course repetition shall be required. The "Petition for

Course Repetition" is available in the Counseling Office (Admin. Bldg.).

Upon completion of the repeated course, the previous grade earned shall be omitted from the computation of the cumulative grade point average and lined through on the Moorpark College permanent record. This permanent record shall be annotated in a manner that all work remains legible, ensuring a true complete academic history.

Important Note: Students should understand that other colleges or universities may not accept credit for work which represents a repetition of high school work. In addition, there is no assurance that repeated courses resulting in an improvement in grade will be accepted by other colleges or universities.

Academic Renewal Without Course Repetition

Students may petition to have a portion of previous college work disregarded in meeting academic requirements in the colleges of the Ventura County Community College District. Academic Renewal is intended to facilitate the completion of requirements necessary for an academic degree or certificate.

A student may petition, once only, to eliminate grade point calculations and credits from selected portions of previous college work which is not reflective of the student's present demonstrated ability and level of performance. The student may petition for Academic Renewal to disregard previous substandard college work by selecting one of the following options:

- Disregard a maximum of 15 or fewer semester units of any courses with less than a "C" or equivalent grade taken during any one or two terms (maximum two terms), not necessarily consecutively; or
- Disregard all courses from two consecutive terms (one summer or intersession may be regarded as equivalent to one semester at the student's discretion). Courses and units taken at any institution may be disregarded.

Academic renewal may be granted only to a student who is currently enrolled in at least one credit course in the College; has completed at least 12 units in residence in the colleges of the Ventura County Community College District; has submitted transcripts of all college work; has waited two years since the course work to be disregarded was completed; and has subsequently completed at least 30 semester units with a minimum 2.40 GPA.

The colleges of the Ventura County Community College District will honor similar actions by other accredited colleges and universities in determining grade point averages and credits. The petition for this purpose, "Petition for Academic Renewal," is available in the Counseling Office (Admin. Bldg.). Once the Petition of Academic Renewal is granted, the student's permanent academic record shall be annotated in such a manner that all work remains legible, insuring a true and complete academic history. The student should be aware that other colleges or universities may have different policies concerning Academic Renewal and may not honor this policy.

Remedial Course Limit

The colleges of the Ventura County Community College District (VCCCD) offer courses which are defined as remedial: "remedial coursework" refers to pre-collegiate basic skills courses in reading, writing, computation, learning skills, study skills and English as a Second Language which are designated by the college district as not applicable to the Associate Degree.

Students enrolled in remedial courses will receive unit credit and will be awarded an academic record symbol on transcripts as defined under other academic policies. However, the units earned in these remedial courses do not apply toward certificates of achievement or associate degrees. These courses are designated by the letter "N"

on the student transcript.

No students shall receive more than 30 semester units of credit for remedial coursework. This limitation of 30 units applies to all remedial coursework completed at any of the campuses of the college district (Moorpark, Oxnard and Ventura Colleges). It does not apply to remedial coursework completed at colleges outside the District. Students transferring from other educational institutions outside VCCCD shall be permitted to begin with a “clean slate” with regard to the remedial limitation. The 30-unit limit applies to all remedial coursework attempted; however, in the event that some of these 30 units are substandard and a student successfully repeats one or more courses in which substandard grades were earned, then the 30-unit limit would be modified by the application of the Course Repetition Policy.

The Office of Student Learning shall maintain a list for each academic year of remedial courses.

Students should be aware that this policy applies to all students enrolled in remedial coursework. However, students receiving financial aid have more restrictive limitations imposed upon them by the federal government. Students are advised to contact the Financial Aid Office for details.

Probation, Dismissal, and Readmission of Students

Probation, dismissal, and readmission policies and procedures are designed to assist students in making progress toward realistic academic, career, and personal goals.

Standards for Probation

A student who has attempted at least twelve (12) semester units as shown by the official academic record shall be placed on academic probation if the student has earned a grade point average below 2.0 in all units which were graded on the basis of the grading scale established by the Ventura County Community College District.

A student who has enrolled in a total of at least twelve (12) semester units as shown by the official academic record shall be placed on progress probation when the percentage of all units in which the student has enrolled and for which entries of “W,” “I,” and “NC” are recorded reaches or exceeds fifty percent (50%).

A student transferring to a college of the Ventura County Community College District from another college is subject to the same probation and dismissal policies as students of this college district.

Special Note to Students Claiming Veterans Benefits: A veteran is placed on academic probation when less than 50% of units attempted are completed, less than 2.0 semester grade point average was earned, or less than 2.0 cumulative grade point average is earned. Unsatisfactory progress is defined as being on academic probation for two consecutive semesters. The school will report unsatisfactory progress to the V.A., resulting in termination of benefits. The veteran must receive academic counseling before benefits will be reinstated.

Notification of Probation

Each college in this Ventura County Community College District shall notify a student who is placed on probation at or near the beginning of the semester in which it will take effect but, in any case, no later than the start of the fall semester. Moorpark College mails a letter indicating either academic or progress probation to the home address indicated in the student’s records. In addition, each enrolled student’s probation status is recorded at the end of each term as part of the student’s academic record; the notation specifies the student’s status for both academic and progress categories as either “in good standing” or “on probation.” A student placed on probation must, as a condition of continuing

enrollment, receive individual counseling, including the regulation of his/her academic program. Each probationary student shall also receive any other support services needed to help overcome the perceived academic difficulties. Students may view their own academic records online by visiting www.moorparkcollege.edu and clicking on the Webstar icon.

Removal from Probation

A student on academic probation for a grade point deficiency shall be removed from probation when the student’s cumulative grade point average is 2.0 or higher.

A student on progress probation because of an excess of units for which entries of “W,” “I” and “NC” are recorded shall be removed from probation when the percentage of units in this category drops below fifty percent (50%).

Standards for Dismissal

A student who is on academic probation shall be dismissed if the student earned a cumulative grade point average of less than 1.75 in all units attempted in each of three consecutive semesters.

A student who has been placed on progress probation shall be subject to dismissal if the percentage of units in which the student has been enrolled and for which entries of “W,” “I” and “NC” are recorded in at least three consecutive semesters reaches or exceeds fifty percent (50%).

Notification of Dismissal

Each college in the Ventura County Community College District shall notify a student who is dismissed at or near the beginning of the semester in which it will take effect but, in any case, no later than the start of the fall semester. Moorpark College mails a letter indicating “academic dismissal” to the home address indicated in the student’s records. In addition, each enrolled student’s probation status is recorded at the end of each term as part of the student’s academic record; the notation specifies the student’s status for both academic and progress categories as either “in good standing” or “dismissed.” A student who is dismissed has the right of appeal. An exception to academic dismissal may be made only in the event of extreme and unusual medical and/or legal circumstances that can be supported by evidence provided by the student, or in the event of improved scholarship. The petition for this purpose, “Petition for Continued Enrollment or Readmission,” is available in the Counseling Office (Admin. Bldg.). Students may view their own academic records online by visiting www.moorparkcollege.edu and clicking on the Webstar icon.

Continued Enrollment or Readmission

A student applying for continued enrollment or readmission must submit a petition to explain what circumstances or conditions would justify continued enrollment or readmission. A student applying for readmission shall not be reinstated until a minimum of one semester has elapsed after academic dismissal. A student who is petitioning shall receive counseling to assess his or her academic and career goals and must have counselor approval of his or her educational program prior to registration. The petition for this purpose, “Petition for Continued Enrollment or Readmission,” is available in the Counseling Office (Admin. Bldg.).

Counseling Services

Counseling services will be provided for students on academic or progress probation or subject to dismissal. Students on probation and subject to dismissal may have units limited and courses or an educational plan prescribed subject to the professional judgment of the counselor. Students subject to academic dismissal

Academic Polies and Standards

shall be required to meet with a counselor prior to registration.

Withdrawal from Class

It is the student's responsibility to withdraw from a course. Forms for withdrawing from a class are available in Registration and Records in the Administration Building. Students or instructors may initiate a withdrawal through the end of the fourth week of instruction for full-semester classes or during the first thirty percent (30%) of a class less than a semester in length. This action results in no record of the dropped classes appearing on student's academic records (transcript).

Students or instructors may initiate a withdrawal between the end of the fourth week and the last day of the fourteenth week for full-semester classes, or between the first 30% of the course and the end of seventy-five percent (75%) of a class less than a semester in length. Withdrawal shall be authorized after informing the appropriate faculty. This action shall be recorded as a "W" on the student's academic records. The academic record of a student who remains in a class beyond this 75% drop deadline must reflect a grading symbol other than "W." The "W" shall not be used in calculating grade point averages, but excessive "Ws" shall be used as factors in probation and dismissal procedures.

Withdrawal from a class may only be authorized after the designated time limit by petition and only then under extenuating circumstances of verified cases of accidents, illnesses or other circumstances beyond control of the student. Approved petitions shall result in a "W" being recorded on a student's academic record. The petition for this purpose, "Petition to Change Grade to Withdrawal," is available in Registration and Records (Admin. Bldg.). When this grade change is made, the student's permanent academic record shall be annotated in such a manner that all work remains legible, ensuring a true and complete academic history.

Withdrawal from College/Dropping a Class

It is the student's responsibility to formally withdraw from all classes if he/she intends to withdraw from college. A student who withdraws after the end of the fourth week of instruction for full-semester classes or after the end of the first thirty percent (30%) of a term for short-term or less than full-semester classes shall have an entry made on his or her permanent record in accordance with the regulations specified in the Withdrawal from Class policy. Appropriate forms are available in Registration and Records (Admin. Bldg.).

Students may withdraw from college or drop a class in the following ways: By web, phone, fax, mail or in-person.

Special Situations Regarding the Awarding of Credit

College Board Advanced Placement

Students who completed advanced placement exams while in high school and who have earned scores of 3, 4, or 5 on the College Board Advanced Placement (AP) examinations will receive credit towards graduation at Moorpark College for such test completed. An official copy of the test scores must be submitted to the Registration and Records Office.

Students granted credit for AP exams will not earn credit towards a Moorpark College degree for duplicated college courses. Students should schedule a counseling appointment with a counselor before taking courses which appear to duplicate AP exams and to discuss the specific unit value assigned to each examination and the applicability of this credit to the college's general educa-

tion requirements.

Other colleges or universities have different policies concerning AP and may grant a different number of units or consider different courses as comparable courses. It is possible that other colleges and universities may not honor Moorpark College transcript entries which award AP credit for particular exams. Students planning to transfer should discuss the use of AP scores for meeting transfer requirements with their counselor.

Repetition of General Education Credit

Lower-division credit units previously earned by a student to fulfill general education requirements for a baccalaureate degree may be accepted to fulfill general education requirements for a designated associate degree only.

Extension Course Credit

Normally credit is not granted for extension course work, including correspondence courses. The acceptance of such units for credit by the college will depend on the treatment of the particular course by the institution that offered the course. A petition for acceptance of such course work should be accompanied by material that explains the course content and indicates the kind of credit given by the offering institution.

In cases where the granting of credit for extension or correspondence courses is petitioned, it may be required that the student's competency in such course work be validated according to credit-by-examination procedures, as explained elsewhere in this section.

Credit for Military Service

The colleges of the Ventura County Community College District will recognize and grant credit to service personnel for formal educational training completed in the United States armed forces provided such credit is not a duplication of work taken previously.

Service personnel may be allowed credit for formal service school courses offered by the United States Military Service recommended in the Guide to the Evaluation of Educational Experiences in the Armed Services of the American Council on Education. The credit allowed will be based upon the recommendations specified in the Guide. The maximum amount of credit which may be allowed toward satisfaction of college requirements shall be 12 units.

Service personnel will be allowed full advanced standing credit for college-level courses completed under the auspices of the Defense Activity for Nontraditional Education Support (DANTES) or the United States Armed Forces Institute (USAFI) as recommended in the Guide to the Evaluation of Educational Experiences in the Armed Services of the American Council on Education. Service personnel will be allowed full advanced standing credit for college-level courses completed at the Naval Construction Training Center (NCTC) at Port Hueneme based upon the recommendations of the Accredited Institutions of Postsecondary Education of the American Council on Education. Such credit will be treated in the same manner and under the same policies as allowing credit from regionally accredited colleges and universities.

Any work taken by service personnel while in military service at a regionally accredited college or university and for which the college or university issues a regular transcript showing the credits allowable towards its own degrees, will be allowed advanced standing credit toward the Associate Degree in the same manner as if the student had pursued the courses as a civilian.

Credit by Examination

Granting unit credit for a course by examination is based on the principle that previous experience, training, or instruction is the equivalent of a specific course taught by the college. If an examination indicates that the student possesses adequate equivalency and mastery of the subject, credit may be granted. All courses shall be open to credit by examination unless specifically exempted. Each division of the college shall determine the courses for which credit by examination may be granted and the Office of Instruction shall maintain a current list of courses excluded from this policy. For the purpose of this policy, a course shall mean an organized area of instruction as described in the college catalog. A student should be advised that the use of units given by credit by exam to establish eligibility for athletics, financial aid, and veterans benefits are subject to the rules and regulations of the external agencies involved.

Exceptions to the above may be made when necessary to meet provisions of California state law or the rules and regulations of state agencies governing programs of the California Community Colleges.

Credit by examination may be granted only to a student who is currently enrolled in at least one course in the college; has completed at least 12 units in residence in the colleges of the Ventura County Community College District; is not on academic probation; has submitted transcripts of all previous course work; has not earned college credit in more advanced subject matter; and, has not received a grade (A, B, C, D, F, CR, NC) or equivalent, in the course for which he or she is seeking credit by examination at this or any other educational institutions.

A student seeking credit by examination will receive a CRE (credit) if he or she satisfactorily passes the examination; no other grade will be recorded. Students who are unsuccessful in an attempt to challenge by examination will not receive a NC (no credit) and no record of the attempt for credit by examination will appear on a student's transcript. However, students may challenge a course only once. A student may challenge no more than 12 units (or 4 courses) under the Credit by Examination policy towards an Associate Degree or Certificate of Achievement. The amount of unit credit granted by examination to an individual shall not count towards the minimum 12 units required for residency. Credit by examination may be granted in only one course in a sequence of courses, as determined by prerequisites and may not be granted for a course which is prerequisite to the one in which the student is currently enrolled.

Exceptions to the proposed statement are permitted for each college in those occupational programs where curriculum makes this necessary. The exceptions are as follows:

1. The 12-unit residency requirement is suspended, permitting students to petition for Credit by Examination prior to completion of that requirement; when the residency requirement has been met, the course(s) successfully challenged shall be added to the student's record.
2. Credit by Examination may be granted for more than one course in a sequence of required courses, when approved by the administrator responsible for vocational programs.

The petition for this purpose, "Petition for Credit by Examination," is initiated in the Counseling Office (Admin. Bldg.). Approved petitions must be on file with the administering instructor by Friday of the tenth week of the full-length semester. The examination is to be administered prior to the last day of the final examination period.

Credit (CRE) is assigned for work of such quality as to warrant a letter grade of "C" or better. Transcript entries shall distinguish credits obtained by examination from credits obtained as a result of regular course enrollment. The student's academic record shall be clearly annotated to reflect that credit was earned by examination. Students should be aware that other colleges may not accept credit by examination for transfer purposes.

The following courses may not be taken under the "Credit by Examination" option: ANTH M05, HIST M60T, NS M49, PHOT M04, PHOT M09, RADT M49, and all Dance and PE activity courses.

Transfer Credit from Regionally Accredited Colleges and Universities

Students transferring to the Ventura County Community Colleges from colleges accredited by the recognized regional accrediting associations will normally be granted lower-division credit for courses entered on officially certified transcripts. These transcripts must be sent to Moorpark College Counseling office. They will be evaluated based upon the current practices specified in the accredited institutions postsecondary education by the American Council on Education.

Students transferring to the Ventura County Community College District from other regionally accredited colleges and universities, are required to declare all previous college work. Failure to provide complete information may result in dismissal from the Ventura County Community Colleges.

Transfer Credit from Foreign Colleges and Universities

Students wishing to receive credit for previous course work from foreign colleges or universities must have their transcripts evaluated by an approved credential evaluation service. Students may receive information regarding the credential evaluation service from the Moorpark College International Student Office or Counseling Department.

Course work attempted will normally receive lower-division unit credit only. Requests for equivalent course credit are evaluated on an individual basis, based upon the recommendations of the transcript evaluation service and by the appropriate college discipline.

Use of Listening or Recording Devices

State law in California prohibits the use by anyone in a classroom of any electronic listening or recording device without prior consent of the teacher and school administration. Any student who has need to use electronic aids must secure the consent of the instructor. If the instructor agrees to the request, the notice of consent will be filed with the Executive Vice President, Student Learning.

Accuracy of the College Catalog

Moorpark College is committed to providing students the most accurate, current information available regarding the College's programs, courses, regulations and policies. However, there may be times when course changes concerning prerequisites, content, hours, or units of credit are determined after publication of the catalog or when district policy or state regulation dictates a change in current practice. When such a circumstance arises, every effort will be made through the class schedules, public media, and at time of registration to notify students of any changes in the course descriptions or college policies as presented herein. Students with questions or concerns about a specific course need to talk to a counselor (805-378-1428) or to call the appropriate division office. Questions or concerns regarding standard practice and process can be directed to the Office of Student Learning at (805) 378-1403.